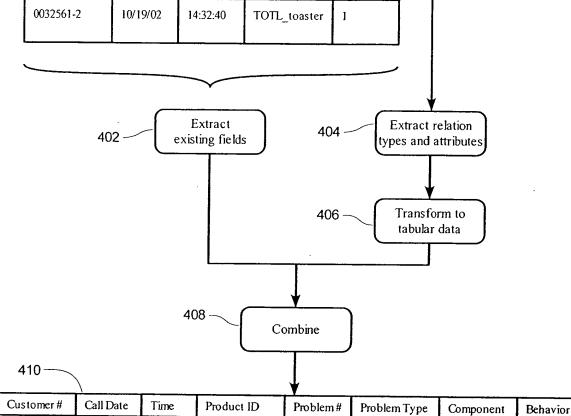


FIG. 4a



400b2 -

Customer#

0032561-2

10/19/02

14:32:40

Call Date

FIG. 4b

1

Failure

Timer

No stop

TOTL_toaster